

or other medical conditions that could result in permanent harm or death if not treated immediately.

Emergency care should not be used for routine medical care that can be scheduled with your PCP. Use of hospital emergency departments when it is not necessary can cause long waits and delays in care for those who need it.

If you are not sure if you need emergency care or not, call your PCP or the **24-Hour Nurse Line** at [X.XXX.XXX.XXXX].

Always Be Prepared

- Always keep your Coventry Health Care of Louisiana Member ID card and State Medicaid ID card with you. They have important phone numbers on them, such as your PCP, Customer Service and transportation.
- Keep your Coventry Health Care of Louisiana Member ID number and PCP's phone number near your phone.
- Know where the closest urgent care centers and emergency departments are.



Free interpreter services
available for all languages.
Call Customer Service at
1.877.906.4133.

<Spanish> Free interpreter services
available for all languages. Call Customer
Service at 1.877.906.4133.

<Vietnamese> Free interpreter services
available for all languages. Call Customer
Service at 1.877.906.4133.

For more information about
selecting your PCP,
call Customer Service at
1.877.906.4133
(TTY: 711)



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Understanding How to Get the *Right* Health Care



3838 N. Causeway Blvd., Suite 3350
Metairie, LA 70002
1.877.906.4133 (TTY: 711)

Understanding How to Get the Right Health Care

What is a PCP?

PCP stands for primary care physician. Your PCP is your medical home. A medical home helps assure the right medical care is available when you need it, from someone you know. A medical home also helps make certain that care is provided by someone who knows you. You should receive most, if not all, of your health care at your medical home from your PCP. You should see your PCP for well care check-ups and medical problems.

A PCP can be in family practice, internal medicine, general practice, pediatrics or obstetrics (OB).

PCPs help keep you healthy by:

- Teaching you how to stay healthy
- Providing treatment before a health problem becomes serious
- Keeping immunizations up-to-date
- Providing care when you are sick

Your PCP takes care of all your health care needs, 24 hours a day, 7 days a week. This includes holidays and weekends.

Your PCP's phone number is on your Coventry Health Care of Louisiana Member ID card. If the office is closed, call the PCP's after-hours number. If you cannot reach your PCP, call Coventry Health Care of Louisiana's **24-Hour Nurse Line** at [X.XXX.XXX.XXXX].

How do I get a PCP?

After you qualify for Louisiana Medicaid, choose Coventry Health Care of Louisiana and then a PCP. If you do not choose one, one will be selected for you.

You can also go to Coventry Health Care of Louisiana's Web site at [www.xxxxxx.com] and search. You can select any of these categories of health care providers for your PCP:

- Family Practice
- General Practice
- Internal Medicine
- Pediatrics
- Obstetrician (OB)

How do I find out who my PCP is?

Your PCP's name and phone number are on your Coventry Health Care of Louisiana Member ID card. If you cannot find your Member ID card, call Customer Service at 1.877.906.4133 (TTY: 711). They can tell you the name of your PCP and order a new card for you.

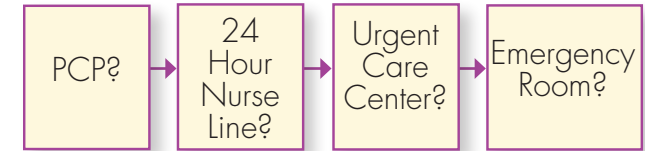
What should I do after I have a PCP?

When your Member Handbook and Member ID card arrive, call your PCP and make an appointment—even if you are not sick. Your PCP can get to know you. This may help prevent future illnesses or detect them early.

You should also see your PCP when you need health care. He/she will manage your well care like immunizations (shots) or check-ups and care when you are sick.

What's the right health care?

Knowing your options for medical care before you need care is important to ensure you get the right care at the right time.



What is an urgent care center?

An urgent care center is a place you can go when you cannot see your PCP. Urgent care centers do not require appointments. They may have much shorter waiting times than emergency departments.

Urgent care centers treat conditions that need immediate attention but are not life threatening. Some conditions treated in an urgent care center include a sore throat, an ear infection, and a sprained ankle. Urgent care centers should NOT be used for routine care that can be scheduled with your PCP.

To locate an urgent care center, call Customer Service at 1.877.906.4133 (TTY: 711) or go to www.xxxxxx.com.

If you are not sure you need to go to an urgent care center, call the **24-Hour Nurse Line** at [X.XXX.XXX.XXXX].

Who should I call before I go to the emergency department?

You should call your PCP before you go. He/she can tell you if your condition requires immediate attention and the best place to get that care.

Emergency Care

You should only call 911 or go to the nearest hospital emergency department for chest pain, difficulty breathing, a gunshot wound,